

CT. Duals Demonstration

Roles and Responsibilities for the Health Neighborhood Coordinator and the Behavioral Health Lead Agency

Health Neighborhood Coordinator (formerly Administrative Lead Agency)

- Organize and facilitate provider meetings in order to convene a health neighborhood. Convening support will be provided by the State and the ASO. Member cluster data will be available to providers to determine geographic area of health neighborhood
- Facilitate the submission of the Request for Qualifications (RFQ) on behalf of the HN
- Facilitate a discussion with HN providers to elect a HN Provider Advisory Board
- Support advisory board by setting agenda, taking minutes and distributing supporting documents
- Convene HN meetings related to implementation and operations of the HN, including setting agenda and documenting attendance. The State and the ASO will support implementation and operations meetings. Examples of topics may include, but are not limited to:
 - Response to the Request for Proposal
 - Implementation timeline
 - Enrollment process
 - Quality Measures
 - Shared Savings
 - Data sharing
- Facilitate a care coordination agreement among HN providers. The State will provide a standardized care coordination agreement to the HNs
- Organize and convene training opportunities for HN provider staff with Behavioral Health Coordinator.
- Communicate with HN providers regarding state agency policy announcements/decisions, data analysis/reporting documents provided by the ASO, provider communication bulletins
- Participate, along with the members of the Advisory Board, a statewide learning collaborative organized by the State or the ASO
- Ensure that HN providers have member outreach and education material provided by the State or the ASO
- Submit, maintain, and update a spreadsheet of HN providers. A non-exclusive example is to update the provider file when a new provider joins the HN. That information needs to be communicated to the ASO.

Behavioral Health Coordinator (formerly Behavioral Health Lead Agency)

- Provide leadership to the HN Advisory Board and HN providers on matters related to behavioral health
- Participate in all provider meetings related to convening HN

- Work the State and the ASO to develop recommendations for the statewide training of HN Lead Care Managers
- Assist the HN Coordinator in the provider communication and outreach strategies
- Participate, along with the members of the Advisory Board, a statewide learning collaborative
- Facilitate in-service training for HN providers related to specific behavioral health matters and maintain documentation related to attendance.
- Facilitate discussions regarding data analysis and reporting on behavioral health matters and quality measures
- Promote a recovery oriented Health Neighborhood
- Research applicable literature and research related to behavioral health and distribute to HN provider and Lead Care Managers on matters related to behavioral health that are pertinent to the dually eligible population
- Provide recommendations to specific HN providers and the HN, if applicable, on how to improve outcomes related to behavioral health quality measures

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